



Child Development Home Complaint

Name of Provider Laura Benson	County Dubuque	
Care Address 1625 Grandview Ave	City Dubuque	Zip Code 52003
Mailing Address same	City	Zip Code
Phone 563/556-2669	Email	

Date of Complaint: February 3, 2015

Date of Visit: February 4, 2015

- ☐ Scheduled ☒ Unannounced ☐ N/A
☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found
☐ N/A

RECOMMENDATION FOR REGISTRATION:

- ☒ NO CHANGES to registration status recommended
☐ REVOCATION of Registration

CATEGORY OF CARE:

- ☐ Category A
☒ Category B
☐ Category C (with no co-provider)
☐ Category C (with co-provider)

Summary of Complaint:

The complaint stated Ms. Benson was pulling children by the arm and lifts them in the air. The complaint also stated Ms. Benson was caring for more than her legal number of children.

Rule Basis and Findings of Complaints:

110.5(6) Discipline

110.5(6)a Corporal punishment including spanking, shaking and slapping is not used.

110.5(6)b No punishment is used which is humiliating or frightening, or causes pain or discomfort to the child.

110.4 No more children are in care than the rules for the specific category will allow.

Ms. Benson reported, as well as her two assistant/substitutes, Ms. Benson has difficulty lifting children and she has difficulty lifting her arms much above her shoulders. That is why she always has at least one assistant in the home, even when she would not be required to by childcare regulation, in case a child needs picked up who is not an infant. I also observed a 2-year-old child standing by her and the child's head came above her waist. Ms. Benson denies the claim she pulls the children by the arms and lifts them in the air.

In late 2014, there were letters sent to Ms. Benson about the number of children she was caring for in her childcare. DHS worked with Ms. Benson to reduce the number of children and to set up different schedules. Ms. Benson did give notice to parents who were not following the scheduled times for drop-off or pick-up. That does not appear to be an issue at this time, but DHS is continuing to monitor.

Resolution and Action Required:

At this time, DHS did not find evidence it Ms. Benson is lifting children by the arm. DHS has worked with Ms. Benson in reducing the number of children in her care and it appears that issue is resolved.

DHS completed a Checklist for Child Development Home Registration and issues did arise from that checklist. A compliance letter has been completed regarding those issues and can be referenced in the provider file.

Consultant's Signature Glenda F Currier	Date 2/9/15
Supervisor's Signature MACHELLE PEZLEY	Date February 10, 2015